## Client Accountability

Approaches in Other States



### **Client Accountability**

### **Approaches in Other States**

- Idaho
- West Virginia
- Florida
- Kentucky



### Idaho



- Encourage healthy behavior
  - Clients can apply for weight management and tobacco cessation programs
  - Clients who pay premiums can earn premium discounts through the following:
    - Meeting goals set with physician
    - Up to date immunizations
    - Wellness checks
    - Reduce inappropriate use of the emergency room
  - Started charging copays allowed under the federal Deficit Reduction Act
- Proactive management of chronic disease
  - Extra payments to providers for meeting steps for disease management

## West Virginia

### **Medicaid Member Agreement**

Choice



**New Enrollees** 

Renewals

Enhanced **Benefits** 

Standard Benefits

In May 2006, CMS approved West Virginia's SPA that provides alternative benefit packages to healthy adults and children.

#### **Enrollment facts:**

- Program began at end of 2006
- 1000 enrolled
- 160,000 adults and children are eligible

Eligible people can choose between two benefit packages.

#### **Enhanced benefits** include:

- tobacco cessation
- nutritional education
- diabetes care
- drug dependency / mental health
- No prescription limit
- chiropractic services

Sign Agreements

Those who choose the enhanced benefits package must sign a Member Agreement and Health Improvement Plan.

#### Responsibilities include:

- using ER properly
- respecting doctor appointments
- following Health Improvement Plan
- go to primary care doctor when sick

Compliance **Tracked** 

A recipient's compliance is tracked by comparing claim information with a recipient's Health Improvement Plan.

## West Virginia

### **Medicaid Member Agreement**



- Those eligible include:
  - Adults with dependent children under age 19 who meet income and asset requirements
  - Children who meet income requirements
- Individuals choose a "medical home"
  - Similar to primary care provider
  - Keeps all medical records

# Florida Enhanced Benefits Account Program



Five steps to earn credits:

### Step 1

Eligible individual takes part in an approved activity

### Step 2

Individual submits a form or a provider submits a claim to the health plan

### Step 3

Health
plan
reports the
activity to
Medicaid
agency

### Step 4

### Agency:

- approves credit
- credits account
- mails statement

### Step 5

Individual may use credits in their account

# Florida Enhanced Benefits Account Program



- Each behavior has a yearly limit
- \$125 credit limit per year
- Credits are used to purchase items at a participating pharmacy
- Individuals may access credits for up to three years after disenrolling from Medicaid (must be under 200% FPL)
- Program began September 1, 2006
- Now available in five counties

# **Kentucky**Get Healthy Accounts



- Get Healthy Accounts is a program for individuals with:
  - Pulmonary disease
  - Diabetes
  - Cardiac conditions
- Individuals receive rewards for completing disease management activities
- Only partially implemented

# **Kentucky**Get Healthy Accounts



- When an eligible activity is completed, a client's account is credited
- Account credits can be used for:
  - Co-pays
  - Alternative therapies
  - Exercise programs
  - Weight-loss programs
  - Smoking cessation programs





Pros	Cons
- Potential to improve health of Medicaid Recipients	- Existing programs are new and untested
- <b>Potential</b> cost savings in some cases	- Savings is most likely long-term
- Empower recipients through additional options and choices	- Upfront costs
- Link a reward to a chosen behavior	- Monitoring compliance is required and can be onerous
- Can be approved by a SPA	